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### Amendments to the Claims

Please amend the claims without prejudice, as follows and consider the subsequent remarks/arguments. This listing of claims will replace all prior versions and listings of claims in the application.

### Listing of Claims

Claims 1-16 (canceled)

17. (Currently amended) A method for a framework manager[first business entity] to provide maintenance and service for a network-based supply-chain framework between a first framework user and a second framework user[at least two other independent business entities] such as service providers, vendors, resellers, manufacturers and the like, comprising:

causing the framework manager[a first business entity] using a network to:

- (a) receive from a first framework user at least one notice for recommended maintenance and service, wherein the first framework user is a [from at least one] manufacturer that[which] uses the[a] network;
- (b) receive from a second framework user at least one request for maintenance and service, wherein the second framework user is a [from at least one] service provider that[which] uses the network;
- (c) schedule maintenance and service using the at least one notice and the at least one request;
- (d) transmit the schedule to at least the one manufacturer and the one service provider;
- (e) monitor at least one operation of the framework[of entities] selected from the group consisting of server processes, disk space, memory availability, CPU utilization, access time to a server, and a number of

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connections in a network-based supply chain for efficient system operation and problem prevention;

- (f) update internal data items stored in the framework selected from the group consisting of merchandising content, currency exchange rates, tax rates, and pricing information in the network-based supply chain at predetermined intervals;
- (g) synchronize external data stored separately from the network-based supply chain with internal data stored on the network-based supply chain in order to make the external data accessible to the rest of the network-based supply chain system;
- (h) manage contact information received from users of the network-based supply chain to allow responses to user feedback; and
- (i) alter the items based on profiles of the users of the network-based supply chain.

18. (Currently amended) A method as recited in claim 17, further comprising the framework manager[first entity] using the network to perform load balancing services that initiate and stop processes as utilization levels vary in the network-based supply chain.

19. (Previously presented) A method as recited in claim 17, wherein the step of managing the contact information includes tracking responses to the users of the network-based supply chain.

20. (Previously presented) A method as recited in claim 17, wherein one of the items altered based on the profiles of the users includes price, and the price is altered to reflect a discount assigned to the user.

21. (Currently amended) A method as recited in claim 17, further comprising the framework manager[ first business entity] using the network prior to the synchronization of the external data to perform a search for the internal data in the network-based supply chain.

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22. (Currently amended) A system for a framework manager[ first business entity] to provide maintenance and service for a network-based supply-chain framework between a first framework user and a second framework user[at least two other independent business entities] such as service providers, vendors, resellers, manufacturers and the like, comprising:

circuit logic for causing the framework manager[a first business entity] using a network to:

- (a) receive from a first framework user in at least one notice for recommended maintenance and service, wherein the first framework user is a [ from at least one] manufacturer that[which] uses the[a] network;
- (b) receive from a second framework user at least one request for maintenance and service, wherein the second framework user is a [ from at least one] service provider that[which] uses the network;
- (c) schedule maintenance and service using the at least one notice and the at least one request;
- (d) transmit the schedule to at least the one manufacturer and the one service provider;
- (e) monitor at least one operation of the framework[of entities] selected from the group consisting of server processes, disk space, memory availability, CPU utilization, access time to a server, and a number of connections in a network-based supply chain for efficient system operation and problem prevention;
- (f) update internal data items stored in the framework selected from the group consisting of merchandising content, currency exchange rates, tax rates, and pricing information in the network-based supply chain at predetermined intervals;

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- (g) synchronize external data stored separately from the network-based supply chain with internal data stored on the network-based supply chain in order to make the external data accessible to the rest of the network-based supply chain system;
- (h) manage contact information received from users of the network-based supply chain to allow responses to user feedback; and
- (i) alter the items based on profiles of the users of the network-based supply chain.

23. (Currently amended) A system as recited in claim 22, further comprising circuit logic for the framework manager[first entity] using the network to perform load balancing services that initiate and stop processes as utilization levels vary in the network-based supply chain.

24. (Previously presented) A system as recited in claim 22, wherein the step of managing the contact information includes tracking responses to the users of the network-based supply chain.

25. (Previously presented) A system as recited in claim 22, wherein one of the items altered based on the profiles of the users includes price, and the price is altered to reflect a discount assigned to the user.

26. (Currently amended) A system as recited in claim 22, further comprising circuit logic for the framework manager[first business entity] using the network prior to the synchronization of the external data to perform a search for the internal data in the network-based supply chain.

27. (Currently amended) A computer program embodied on a computer readable medium for a framework manager[ first business entity] to provide maintenance and service for a network-based supply-chain framework between a first framework user and a second framework user[at least two other independent business entities] such as service providers, vendors, resellers, manufacturers and the like, comprising:

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a code segment for causing the framework manager[a first business entity] using a network to:

- (a) receive from a first framework user in at least one notice for recommended maintenance and service, wherein the first framework user is a [ from at least one] manufacturer that[which] uses the[a] network;
- (b) receive from a second framework user at least one request for maintenance and service, wherein the second framework user is a [ from at least one] service provider that[which] uses the network;
- (c) schedule maintenance and service using the at least one notice and the at least one request;
- (d) transmit the schedule to at least the one manufacturer and the one service provider;
- (e) monitor at least one operation of the framework[of entities] selected from the group consisting of server processes, disk space, memory availability, CPU utilization, access time to a server, and a number of connections in a network-based supply chain for efficient system operation and problem prevention;
- (f) update internal data items stored in the framework selected from the group consisting of merchandising content, currency exchange rates, tax rates, and pricing information in the network-based supply chain at predetermined intervals;
- (g) synchronize external data stored separately from the network-based supply chain with internal data stored on the network-based supply chain in order to make the external data accessible to the rest of the network-based supply chain system;
- (h) manage contact information received from users of the network-based supply chain to allow responses to user feedback; and

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- (i) alter the items based on profiles of the users of the network-based supply chain.

28. (Currently amended) A computer program embodied on a computer readable medium as recited in claim 27, further comprising a code segment for the framework manager[first entity] using the network to perform load balancing services that initiate and stop processes as utilization levels vary in the network-based supply chain.

29. (Previously presented) A computer program embodied on a computer readable medium as recited in claim 27, wherein the step of managing the contact information includes tracking responses to the users of the network-based supply chain.

30. (Previously presented) A computer program embodied on a computer readable medium as recited in claim 27, wherein one of the items altered based on the profiles of the users includes price, and the price is altered to reflect a discount assigned to the user.

31. (Currently amended) A computer program embodied on a computer readable medium as recited in claim 27, further comprising code segment for the framework manager[first business entity] using the network prior to the synchronization of the external data to perform a search for the internal data in the network-based supply chain.